



PLEASE POST

THIRD JUDICIAL CIRCUIT OF MICHIGAN
OFFICE OF HUMAN RESOURCES
OPEN COMPETITIVE EXAMINATION ANNOUNCEMENT

POSITION POSTED: IT Business Analyst
SALARY RANGE: \$68,701.00 - \$86,574.00
DATE POSTED: January 23, 2018 – February 6, 2018

ELIGIBILITY: This examination is open to anyone who meets the minimum qualifications.

A PERSON MAY NOT PARTICIPATE IN AN OPEN COMPETITIVE EXAMINATION FOR THE SAME TITLE UNTIL NINETY (90) DAYS HAVE PASSED SINCE THEY LAST TOOK THE EXAMINATION.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Information Technology, Information Management Systems, or related field.
- Three (3) years of paid experience in a Project Coordinator/Business Analyst position.
- Experience working with end users, defining business requirements and providing project documentation.

DESCRIPTION OF WORK:

Under the direct supervision of a Senior Project Leader, this position provides support for the Information Technology Service Bureau (ITSB). Duties include analyzing customer requirements, defining project scope documents, creating documentation, serving as a project resource and creation of forms and testing of systems. Employees in this title are expected to maintain a professional appearance and demeanor.

FOR ADDITIONAL QUALIFICATIONS AND ESSENTIAL FUNCTIONS, PLEASE REFER TO THE ATTACHED JOB DESCRIPTION.

SELECTION: Applications will be screened for compliance with eligibility requirements and minimum qualifications. Selection will be based on appropriate job-related criteria. Applicants who achieve a passing score on each portion of the examination process shall be placed on the eligibility list.

NOTE: Information provided on application forms and subsequent verification thereof may be used to determine applicant's qualifications for this position. **Incomplete or illegible applications will not be considered. Faxed or emailed applications are not acceptable. THE COURT MAY LIMIT FURTHER CONSIDERATION TO THE APPLICANTS WHOM APPEAR TO BE MOST QUALIFIED.**

EXAMINATION COMPONENTS AND WEIGHTS (Total 100% MAX-70% MIN)

Evaluation of Training, Experience & Personal Qualifications	Pass/Fail
Written Examination	40%
Interview	60%

APPLICANTS MUST ATTAIN A MINIMUM SCORE ON EACH PORTION OF THE EXAMINATION BEFORE BEING INVITED TO PARTICIPATE IN AND/OR BE RATED ON SUBSEQUENT PARTS OF THE EXAMINATION.

APPLICATION PROCEDURE AND DEADLINE:

Official application forms must be received **no later than 4:30 p.m. on the last day of this announcement.** **APPLICATIONS FOR THIS POSITION WILL ONLY BE ACCEPTED IN ELECTRONIC FORM SUBMITTED FROM THE FOLLOWING WEBSITE www.3rdcc.org. A VALID EMAIL ADDRESS IS REQUIRED TO APPLY. APPLICANT WILL RECEIVE A CONFIRMATION AFTER SUCCESSFUL SUBMISSION OF THE ELECTRONIC APPLICATION.** An official copy of all transcripts/diplomas must be available at time of interview. Resumes may be included with the application form, but may not be substituted for it. Applicants with disabilities may be entitled, under applicable State and Federal law, to reasonable accommodations to facilitate participation in the examination process. If you will require special accommodations because of a disability, please call (313) 224-7018.

CANDIDATES CONSIDERED FOR PLACEMENT IN THIS JOB TITLE WILL BE SUBJECT TO A CRIMINAL BACKGROUND INVESTIGATION.

POSTING: This notice must be posted on all bulletin boards until the filing date has expired.

**** AN EQUAL OPPORTUNITY EMPLOYER ****

**Third Judicial Circuit of Michigan
Office of Human Resources**

Classification Code: 0400-0015

Date Issued: 1/10/2018

TITLE: IT BUSINESS ANALYST

SUMMARY:

Under the direct supervision of a Senior Project Leader, this position provides support for the Information Technology Service Bureau (ITSB). Duties include analyzing customer requirements, defining project scope documents, creating documentation, serving as a project resource and creation of forms and testing of systems. This position does not have any supervisory responsibilities. Employees in this title are expected to maintain a professional appearance and demeanor.

ESSENTIAL FUNCTIONS:

- Meets with users to define proposed project functionality or current applications for new projects.
- Gathers documents and maintains functional and business requirements.
- Assists in testing of version and release upgrades of case management systems and related applications, including creating test plans, conducting controlled tests and documenting results.
- Works with IT staff and software vendors to resolve issues with applications or to clarify functionality, as necessary.
- Pursues continued professional development in regards to new skills and technologies required to provide the best available business solutions for IT customers.
- Develops documentation material for new applications and application upgrades.
- Provides project status updates.
- Assists other team members in other areas as needed.
- Performs other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree in Information Technology, Information Management Systems, or related field.
- Three (3) years of paid experience in a Project Coordinator/Business Analyst position.
- Experience working with end users, defining business requirements and providing project documentation.
- Proficient using MS Office Suite and relevant software and systems.
- Must possess (at time of application) and maintain a valid Michigan driver's license, no fault insurance and access to a vehicle to use in the performance of assigned duties.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to effectively communicate user requirements to IT staff, technical requirements to end user community.
- Ability to learn new skills and technologies as required, providing the best available business solutions to court customers.
- Ability to facilitate and implement process re-engineering changes to meet information technology requirements.

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TITLE: IT BUSINESS ANALYST

- Ability to identify and resolve problems and disputes.
- Effective verbal, written, interpersonal and public speaking skills.
- Proven analytical, problem-solving, and decision-making abilities.
- Ability to apply general rules to specific problems to produce positive results.
- Ability to communicate information and ideas effectively, both verbally and in writing, so that others can understand.
- Ability to deal calmly and effectively in high stress situations.
- Ability to establish and maintain effective working relationships with coworkers, employees, officials and external contacts.
- Ability to meet and interact with the public and deal courteously and effectively with their questions or problems, seeking assistance when needed.
- Ability to operate office equipment.
- Ability to understand and carry out verbal and written instructions and to request clarification when needed.
- Ability to use logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Excellent facilitation, presentation and meeting management skills
- Proven analytical, problem-solving and decision-making abilities.
- Skill in managing one's own time, as well as the ability to meet deadlines.
- Thorough knowledge of Court processes and procedures.

WORK ENVIRONMENT:

- Normally a typical customer service office environment with minimal exposure to excessive noise.
- Employees in this title may encounter individuals who may be under duress.

PHYSICAL REQUIREMENTS:

- Sitting at desk for long periods of time to perform job functions.
- Ability to read, write and interpret written documents.
- Use hands to manipulate, handle, feel, and control items or equipment.
- Walk, bend, reach, stand and sit.
- Talk, hear, and communicate with clients, co-workers, and others.
- Ability to operate a motor vehicle.

LICENSES, CERTIFICATIONS OR SPECIAL REQUIREMENTS:

- Must possess (at time of application) and maintain a valid Michigan driver's license, no fault insurance and access to a vehicle to use in the performance of assigned duties.
- Candidates considered for placement in this job title will be subject to a criminal background investigation and subsequent fingerprinting every five (5) years.

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The above statements describe the general nature and level of work performed by employees assigned to the title. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this description. Specific job duties vary from position to position.

Notes:

1/10/2018 New Title Created